

Department Employee Receives Governor's Public Service Achievement Award

The week of May 16, 2007, was an exciting week for 47 state employees who were presented with the Governor's Public Service Achievement Award – and one Department of Revenue employee was among the group of honorees.

Governor Mitch Daniels honored System Applications Analyst **Jack McCrobie** for developing a Web services tool for the Streamlined Sales Tax project that saved the Department more than \$220,000 in outside costs.

The Web-services tool allows communication between technology systems from across different companies, throughout the United States, that collect and pay Indiana sales tax from online and other interstate sales transactions. This practice is part of the national Streamlined Sales Tax (SST) Agreement, a collective effort of 14 different states (including Indiana) to standardize sales-tax collections across state lines.

"Don't ever imagine that your work goes unnoticed or doesn't have an effect on Hoosiers," said Daniels during the presentation of the third-annual awards recognition event. "When it's done with measurable results, there's really no nobler of calling."

Facing a Tough Challenge

McCrobie's intense effort to provide *Quality That Counts* in his work is the stuff that the governor is looking for in all state employees.

"Being considered for such an award, as a result of the recommendation from our agency head, gives me a great feeling of pride," said McCrobie.

Despite having no prior experience in Web-service technology, McCrobie spent numerous hours researching technical Web sites and reading more than a dozen books. McCrobie was able to successfully develop and implement the Web services tool by the Department's deadline, and reduced the Department's project cost to \$40,000.

"Receiving this award also means a lot to me since it will bring recognition to the Department for some of the work we do," said McCrobie. "I have appreciated the opportunity to work with such a great group of people, and I am now looking forward to the next challenge."

McCrobie was also a recipient of a 2006 *Quality That Counts* Award.

Quality That Counts Spotlight

Jack McCrobie, Kedari Reddy and Alan Bolden

The Department called upon systems application analysts Jack McCrobie (right with Gov. Daniels), Kedari Reddy and Alan Bolden to develop a reliable and secure Web service for the Streamlined Sales Tax (SST) project. After researching the cost, the Department found that an outside vendor would charge \$260,000 for this type of service. McCrobie, Reddy and Bolden took on the challenge to create the SST Web service themselves in-house. The team successfully completed the task by the Aug. 20, 2006, deadline, resulting in a cost-savings of more than \$220,000.



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